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## An interview with Marilynn Jorgensen

A successful coach recognizes the importance of emotional intelligence in driving change in the organization. Integrating emotional intelligence into your coaching techniques will yield winning results!

Emotional intelligence improves effectiveness, relationships, health, influence, decision making, and quality of life. In this issue, we speak to Marilynn Jorgensen, Master Trainer and ICF Coach at Six Seconds about best practices in becoming a great coach.

### Q1. What would you say are essential qualities or characteristics of a good coach in a workplace?



A skilled Coach has the ability to LISTEN with a curious mind, ASK powerful and probing questions and CONNECT with the client in order to stimulate their unique insights into action and purpose. The Coach encourages action steps in order to move forward into possibilities. The client is then held accountable with the guiding support and follow-up of a skilled coach/guide.

The qualities of LISTENING, ASKING and CONNECTING can be learned through our powerful training modules and creative tools. The Coach's skills can also be enhanced with our Emotional Intelligence model.

### Q2. How do you integrate emotional intelligence in the coaching process?



The integration begins first with the Coach. A strong foundation of Self-Awareness, Intentionality and Purpose, as outlined in our 6 Seconds Model, must be fully integrated within the Coach. This builds trust with the client and allows the work to begin.

Secondly, the Six Seconds Emotional Intelligence (SEI) Assessment is a powerful tool to use with the client. I refer to the competencies as a guide and a tool to set the stage for our work together. The client's profile provides a focus for creating a plan and experiencing success in order to move into future development and transformation.

“The true role of Coach is about growing and developing people to think for themselves by empowering them to make decisions in our complex and ever changing world”

### Q3. What is the difference between a coach and mentor?



The true role of Coach is about growing and developing people to think for themselves by empowering them to make decisions in our complex and ever changing world. As Coach we “lead from behind” which honors the client's process, personal resources and internal wisdom. As Coach we provide guidance. We Listen, Ask, and Connect.

Mentoring is most often defined as a professional relationship in which an experienced person assists another in developing specific skills and knowledge that will enhance the less-experienced person's professional and personal growth.

Think of Coach as a guide, and a Mentor as a teacher.

### Q4. Why is authenticity important in coaching?



Authenticity is crucial in the Coaching-client relationship as a foundation of trust. “Walking the Talk” is the unspoken power of a good Coach-client relationship.

### Q5. Is it important to use psychometric tools when coaching someone? Why?



A well chosen tool can provide the Coach and Client with an entry point to begin the work. The measurement of the work, pre and post, allows the client and coach to experience the progress and support the momentum with encouragement.

Six Seconds provides a complete toolset to measure and develop the key drivers of performance. The SEI EQ Profiling tool supports professionals to get better results on the “people-side.” The SEI provides practical feedback and a process for action.



## About Marilynn Jorgensen: Coaching EQ Certification

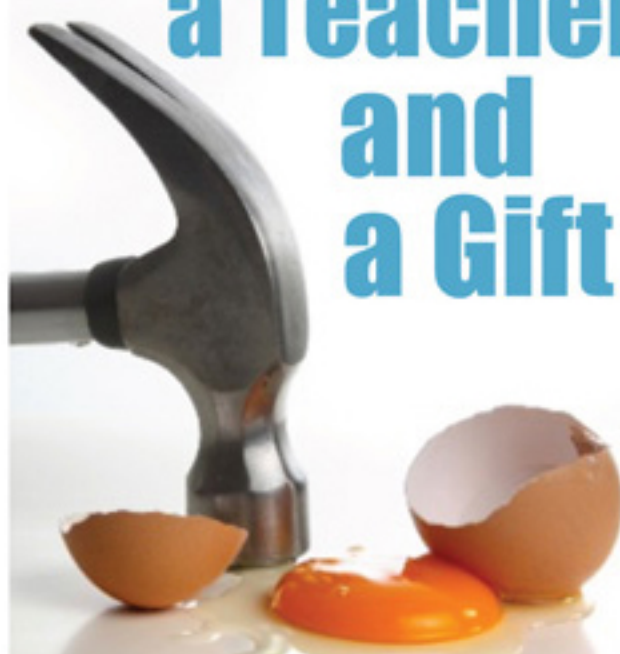
Recognized by the International Coach Federation (ICF). Approved for ICF Coach 27.5 CEUs.

Marilynn Jorgensen is an ICF Coach and Master Trainer at Six Seconds Global. With a well-rounded, broad spectrum of work in the field of personal and professional development with an emphasis on Emotional Intelligence, Marilynn specialises in problem solving and negotiation skills.

With highly developed expertise in business management in the private school sector, she has a keen eye for intervention with staff challenges, EQ, and the soft skills in business. Marilynn has a Masters in Counseling Psychology, offering therapeutic services for families, children, individuals and couples. She also does consulting and coaching in the field of Emotional Intelligence for schools, business and industry to enhance professional and personal performance.

## EQ at work

## Betrayal— a Teacher and a Gift



Betrayal is a strong feeling that can be difficult to process. Why? Because the trauma of the betrayal creates fear, shame, secrets, and intensity. These feelings may even be mixed with love and longing for the person by whom we feel betrayed.

In 2009 I experienced a situation where I was hurt by someone I trusted. I was shocked and instantly felt helpless, confused, afraid and hopeless. I had a choice to make: Was I going to remain angry, bitter, or resentful and assume the posture of a victim? Or, was I going to embrace the pain of betrayal, understand it, and work through it to heal?

To read the rest of this story, visit [thesolutionsgallery.com.my](http://thesolutionsgallery.com.my) by clicking here.

## Six Seconds Malaysia International EQ Conference

“Emotional Intelligence: The Cutting Edge. Transforming Businesses”

Register now for more details at [www.thesolutionsgallery.com.my](http://www.thesolutionsgallery.com.my) or [www.6secondsmalaysia.com](http://www.6secondsmalaysia.com)

8 – 9 November 2012  
Kuala Lumpur, Malaysia

11 speakers including Global Six Seconds leaders:

**JOSHUA FREEDMAN**, COO, Six Seconds Global  
**MARILYNN JORGENSEN**, ICF Coach/Master Trainer, Six Seconds Global  
**GRANVILLE D'SOUZA**, Regional Director, Six Seconds South East Asia  
**MELISSA DONALDSON**, Country Director, Six Seconds Australia  
**FC LAW**, Country Director, Six Seconds Malaysia

Topics include:

Change • Power of Presence in Coaching • Purpose and Goals • Neuroscience of Performance • Leaders' Power and Influence



For more information and registration, please contact: SIX SECONDS MALAYSIA (6-03) 5621 2178 and (6-03) 5621 2181 or email [malaysia@6seconds.org](mailto:malaysia@6seconds.org)



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